

FORM TPO-1449, Adapted

JUL 03 2006

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY: WORKER
07117.105018SERIAL NO.
10/785,543FILING DATE
February 24, 2004APPLICANT
McIlwaine et al.GROUP
2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
QN	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
QN	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
QN	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
QN	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.	✓	
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O ₂ ; News Release; May 10, 2005				
QN	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys				
	AP						
	AQ						

4140219

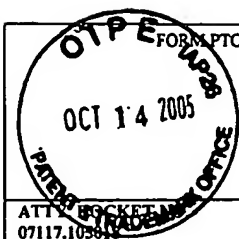
EXAMINER

Duyanh H. Nguyen

DATE CONSIDERED

8/2/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. PROCKET NO. 07117.10381	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	705 364	11 401	1/3/1991
QN	AB	5,299,260	3/29/1994	Shaio, Jack	379	265.07	7/29/1993
QN	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265.06	1/14/1993
QN	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265.02	2/17/2000
QN	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
QN	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
QN	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
QN	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
QN	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		
	AO		
	AP		
	AQ		

EXAMINER <i>Duy H. Nguyen</i>	DATE CONSIDERED <i>8/2/06</i>
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

EXAMINER'S DOCKET JUN 24 2005 01/27/2004	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,513,308	4/30/1996	Mori, Toshiya	715 395	707 158	9/1/1993
QN	AB	6,340,977 B1	1/22/2002	Lui et al	715 345	709	5/7/1999
QN	AC	2002/0118220 A1	8/29/2002	Lui et al.	715 345	709	11/20/2001
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

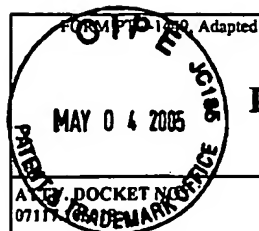
		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
QN	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.	✓	
	AL						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AM		Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
QN	AN		Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
QN	AO		Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
QN	AP		Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ		

EXAMINER Duyanh H. Nguyen	DATE CONSIDERED 8/2/06
------------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTORNEY DOCKET NO. 07117 TRADEMARK OFFICE	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	3,245,157	4/12/1966	Laviana, D.W.	434 35	9307R	10/4/1963
QN	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
QN	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.	✓	
QN	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.	✓	
QN	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.	✓	
	AP						

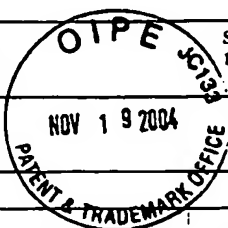
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AQ	
	AR	

EXAMINER <i>Quynh H. Nguyen</i>	DATE CONSIDERED 8/2/06
------------------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*ATTY. DOCKET NO.
07117.105018 US CONSERIAL NO.
10785,543FILING DATE
February 24, 2004APPLICANT
McIlwaine et al.GROUP
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
AL				
AM				

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

QN	AN	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
QN	AO	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)
	AP	
	AQ	

EXAMINER

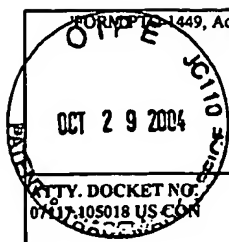
August H. Nguyen

DATE CONSIDERED

8/2/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM 1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ATTY. DOCKET NO. 07-17-105018 US CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.	GROUP 2642	

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,100,329	3/31/1992	Deesen et al.	434	327	11/27/1990
QN	AB	6,775,377 B2	8/10/2004	McIlwaine et al.	379	265.06	7/18/2002
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AL					
	AM					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AN		Affidavit of John McIlwaine dated September 20, 2004
QN	AO		Complaint from litigation styled Witness Systems, Inc. v. Knowlagent, Inc., Case No. 1:02-CV- 3331, U.S. District Court for the Northern District of Georgia
QN	AP		Star Trainer; Simulation Training for Call Center Agents
	AQ		

EXAMINER Duyne H. Nguyen	DATE CONSIDERED 8/2/06
-----------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

MAY 26 2004

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTORNEY DOCKET NUMBER 07117.1034000000	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,914,951	6/22/1999	Bentley et al.	370	352	4/16/1996
QN	AB	6,408,064 B1	6/18/2002	Fedorov et al.	379	265.06	3/31/2000
QN	AC	6,603,854 B1	8/5/2003	Judkins et al.	379	265.06	2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
QN	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP		
AQ		

EXAMINER <i>Duynd H. Nguyen</i>	DATE CONSIDERED 8/2/06
------------------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1049, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

 ATTORNEY DOCKET NO.
 07117-10517KUS-00N

 SERIAL NO.
 10/785,543

 FILING DATE
 February 24, 2004

 APPLICANT
 McIlwaine et al.

 GROUP
 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DN	AA	3,594,919	7/27/1971	De Bell et al.	434	319	9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.	360	74.4	3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.	434	308	7/28/1986
	AD	4,776,016	10/4/1988	Per K. Hansen	704	275	11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.	379	88.11	12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)	379	88.13	9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher	705	9	10/3/1989
	AH	5,110,329	5/5/1992	Helmut Pieper	55	351	6/20/1990
	AI	5,199,062	3/30/1993	Von Meister et al.	379	88.04	11/8/1991
	AJ	5,309,505	5/3/1994	Szlam et al.	379	88.01	5/20/1991
	AK	5,310,349	5/10/1994	Daniels et al.	434	350	4/30/1992
	AL	5,311,422	5/10/1994	Loflin et al.	703	2	6/28/1990
	AM	5,384,841	1/24/1995	Adams et al.	379	266.04	10/27/1993
	AN	5,416,694	5/16/1995	Parrish et al.	705	8	2/28/1994
	AO	5,469,491	11/21/1995	Morley, Jr. et al.	379	88.13	2/2/1994
	AP	5,511,112	4/23/1996	Aleksander Szlam	379	266.06	4/29/1994
	AQ	5,533,115	7/2/1996	Hollenbach et al.	379	221.11	11/4/1994
	AR	5,535,256	7/9/1996	Maloney et al.	379	309	5/3/1995
DN	AS	5,583,965	12/10/1996	Douma et al.	704	275	9/12/1994

EXAMINER

Douglas H. Nguyen

DATE CONSIDERED

8/2/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105018 US CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	BA	5,590,188	12/31/1996	Gary B. Crockett	379	265.02	2/17/1995
	BB	5,594,791	1/14/1997	Szlam et al.	379	265.09	10/5/1994
	BC	5,597,312	1/28/1997	Bloom et al.	434	362	5/4/1994
	BD	5,633,924	5/27/1997	Kaish et al.	379	266.03	12/11/1995
	BE	5,659,768	8/19/1997	Forbes et al.	715	517	5/12/1995
	BF	5,675,637	10/7/1997	Szlam et al.	379	142.17	5/16/1995
	BG	5,696,811	12/9/1997	Maloney et al.	379	265.07	6/20/1996
	BH	5,703,943	12/30/1997	Mary Rita Otto	379	265.11	10/16/1995
	BI	5,721,770	2/24/1998	Joylee E. Kohler	379	265.12	7/2/1996
	BJ	5,727,950	3/17/1998	Cook et al.	434	350	5/22/1996
	BK	5,738,527	4/14/1998	Steven W. Lundberg	434	322	8/8/1996
	BL	5,745,109	4/28/1998	Nakano et al.	715	838	6/17/1996
	BM	5,757,644	5/26/1998	Jorgensen et al.	700	83	7/25/1996
	BN	5,790,798	8/4/1998	Beckett, II et al.	709	224	5/31/1996
	BO	5,818,907	10/6/1998	Maloney et al.	379	32.01	8/4/1997
	BP	5,825,869	10/20/1998	Brooks et al.	379	265.12	4/23/1996
	BQ	5,827,071	10/27/1998	Sorensen et al.	434	323	8/26/1996
	BR	5,833,468	11/10/1998	Guy et al.	434	350	1/24/1996
QN	BS	5,861,881	1/19/1999	Freeman et al.	715	500.1	2/8/1996

EXAMINER

Quynh H. Nguyen

DATE CONSIDERED

8/2/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*ATTY. DOCKET NO.
07117.105018 US CONSERIAL NO.
10/785,543FILING DATE
February 24, 2004APPLICANT
McIlwaine et al.GROUP
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DN	CA	5,877,954	3/2/1999	Klimasauskas et al.	700	29	5/3/1996
	CB	5,903,641	5/11/1999	Alan V. Tonisson	379	265.12	1/28/1997
	CC	5,904,485	5/18/1999	David M. Siefert	434	322	11/4/1994
	CD	5,911,134	6/8/1999	Castonguay et al.	705	9	10/12/1990
	CE	5,915,973	6/29/1999	Hoehn-Saric et al.	434	350	3/11/1997
	CF	5,937,037	8/10/1999	Kamel et al.	379	88.19	1/28/1998
	CG	5,943,416	8/24/1999	Doug Gisby	379	265.13	2/17/1998
	CH	5,946,375	8/31/1999	Pattison et al.	379	112.01	5/12/1997
	CI	5,946,387	8/31/1999	Alex Miloslavsky	379	265.12	2/19/1997
	CJ	5,947,747	9/7/1999	Walker et al.	434	354	5/9/1996
	CK	5,957,659	9/28/1999	Amou et al.	415	178	6/5/1997
	CL	5,963,635	10/5/1999	Szlam et al.	379	309	12/12/1996
	CM	5,971,271	10/26/1999	Wynn et al.	235	380	6/24/1997
	CN	5,991,394	11/23/1999	Dezonno et al.	379	265.09	2/5/1998
	CO	6,014,134	1/11/2000	Bell et al.	715	705	8/23/1996
	CP	6,038,544	3/14/2000	Machin et al.	705	11	2/26/1998
	CQ	6,039,575	3/21/2000	L'Allier et al.	434	323	10/24/1996
	CR	6,044,355	3/28/2000	Crockett et al.	705	8	7/9/1997
DN	CS	6,044,368	3/28/2000	James Karl Powers	707	2	4/30/1998

EXAMINER

Quynh H. Nguyen

DATE CONSIDERED

8/2/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105018 US CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	DA	6,052,460	4/18/2000	Fisher et al.	379	265.12	12/17/1997
	DB	6,058,163	5/2/2000	Pattison et al.	379	265.06	5/12/1997
	DC	6,067,537	5/23/2000	O'Connor et al.	706	47	12/22/1998
	DD	6,067,538	5/23/2000	Zorba et al.	706	47	12/22/1998
	DE	6,070,142	5/30/2000	McDonough et al.	705	7	4/17/1998
	DF	6,073,127	6/6/2000	Lannert et al.	706	45	12/22/1998
	DG	6,078,894	6/20/2000	Clawson et al.	705	11	3/28/1997
	DH	6,086,381	7/11/2000	Downs et al.	434	322	9/2/1997
	DI	6,108,687	8/22/2000	Russell O. Craig	709	203	3/2/1998
	DJ	6,118,865	9/12/2000	Doug Gisby	379	265.02	8/24/1999
	DK	6,118,973	9/12/2000	Ho et al.	434	362	2/22/1999
	DL	6,119,097	9/12/2000	David Ibarra	705	11	11/26/1997
	DM	6,128,380	10/3/2000	Shaffer et al.	379	265.01	8/24/1998
	DN	6,134,539	10/17/2000	O'Connor et al.	706	45	12/22/1998
	DO	6,141,528	10/31/2000	Ronald Remschel	434	350	9/23/1997
	DP	6,144,971	11/7/2000	Sunderman et al.	715	500	1/25/1999
	DQ	6,146,148	11/14/2000	John J. Stuppy	434	322	3/25/1999
	DR	6,149,441	11/21/2000	Pellegrino et al.	434	350	11/6/1998
QN	DS	6,155,840	12/5/2000	Alfred V. Sallette	434	323	9/18/1998

EXAMINED Quynh H. Nguyen	DATE CONSIDERED 8/2/06
-----------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105018 US CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	EA	6,163,607	12/19/2000	Bogart et al.	379	266.01	11/3/1998
	EB	6,170,014 B1	1/2/2001	Darago et al.	709	229	3/18/1999
	EC	6,171,109 B1	1/9/2001	Setsuo Ohsuga	434	118	6/18/1997
	ED	6,192,122 B1	2/20/2001	Flockhart et al.	379	266.01	2/12/1998
	EE	6,201,948 B1	3/13/2001	Cook et al.	434	350	3/16/1998
	EF	6,211,451 B1	4/3/2001	Tohgi et al.	84	470R	1/26/1999
	EG	6,215,865 B1	4/10/2001	David T. McCalmont	379	212.01	10/13/1998
	EH	6,263,049 B1	7/17/2001	Rodney Kuhn	379	32.01	9/25/1997
	EI	6,275,812 B1	8/14/2001	Haq et al.	705	11	12/8/1998
	EJ	6,278,978 B1	8/21/2001	Andre et al.	705	9	4/7/1998
	EK	6,289,340 B1	9/11/2001	Puram et al.	707	5	8/3/1999
	EL	6,301,573 B1	10/9/2001	McIlwaine et al.	706	61	1/2/1998
	EM	6,324,282 B1	11/27/2001	McIlwaine et al.	379	265.06	3/2/2000
	EN	6,347,139 B1	2/12/2002	Fisher et al.	379	265.12	12/6/1999
	EO	6,371,765 B1	4/16/2002	Wall et al.	434	224	11/9/1999
	EP	6,408,066 B1	6/18/2002	Andruska et al.	379	265.12	12/15/1999
	EQ	6,453,038 B1	9/17/2002	McFarlane et al.	379	265.05	6/1/2000
	ER	6,459,787 B2	10/1/2002	McIlwaine et al.	379	265.06	9/10/2001
QN	ES	6,510,221 B1	1/21/2003	Fisher et al.	379	265.12	12/6/1999

EXAMINER <i>Quynh H. Nguyen</i>	DATE CONSIDERED 8/2/06
------------------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105018 US CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	FA	6,535,600 B1	3/18/2003	Fisher et al.	379	265.12	12/6/1999
	FB	6,553,114 B1	4/22/2003	Fisher et al.	379	265.12	12/6/1999
	FC	6,559,867 B1	5/6/2003	Kotick et al.	715	771	11/24/1999
	FD	6,628,777 B1	9/30/2003	McIlwaine et al.	379	265.01	11/16/1999
QN	FE	2003/0033184 A1	2/13/2003	Benbassat et al.	705	8	6/10/2002

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO	
QN	FF	WO 98/22864	5/28/1998	PCT	Mann et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	FG	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
	FH	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
	FI	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 - 12
	FJ	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
	FK	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
	FL	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
	FM	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
	FN	Envision Telephony; <i>Click2Coach</i> ; (2001)
	FO	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
	FP	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000
QN	FQ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164

EXAMINER <i>Duyanh H. Nguyen</i>	DATE CONSIDERED 8/2/06
-------------------------------------	---------------------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*ATTY. DOCKET NO.
07117.105018 US CONSERIAL NO.
10/785,543FILING DATE
February 24, 2004APPLICANT
McIlwaine et al.GROUP
2642**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

Q/N	GA	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
Q/N	GB	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
Q/N	GC	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
Q/N	GD	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages
	GE	
	GF	
	GG	
	GH	
	GI	
	GJ	
	GK	
	GL	
	GM	
	GN	
	GO	
	GP	
	GQ	
	GR	
	GS	
	GT	

EXAMINER

Douglas H. N. Senger

DATE CONSIDERED

8/2/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.